



# Individuals Respite Programme

## Programme Guidelines

### About the Fund

This fund makes grants of up to £1,000 to those in need of respite care, convalescent care or a short period of rest of relief; this can include short breaks in the UK or Europe depending on the fund. The travel voucher issued cannot be transferred to cash or traveller's cheques.

- We cannot fund any items that have already been purchased.
- We cannot fund one off or multiple day trips.
- Holiday vouchers cannot be used to book a holiday online
- We cannot fund trips outside the EU
- We cannot fund the purchase of travel insurance

The questions asked in the application form help us to decide which of our funds, if any, we may be able to get support for you from and provides us with information on which to base our assessment which is circulated to our donors for decision.

These guidelines are designed to work alongside the application form and should be read thoroughly before and referred to during the completion of the form. Please do not leave any question unanswered on the application form.

### Who can apply?

Applications are invited from individuals and their carers in the Tees Valley area who are in need of respite care, or who need temporary support following hospitalization, bereavement or because of dependency treatment.

To be eligible to apply clients:

- must live in Tees Valley area.
- must be prepared to use our appointed travel agent
- must have a low income
- must have exhausted all other sources of funding

### About your client

In your application you will need to tell us about your current health issues and how this affects your daily life, where you have applied previously for funding and the outcome.

### You will need to tell us why we should fund them

We will ask questions about the household and financial circumstances and how you feel respite would help your current situation.

### What type of funding can you apply for?

- **Accommodation** – this may include but is not limited to half board, all inclusive, cottage or caravan holiday.
- **Transport** – this may not be limited to flights, taxi fares, train fares.
- **Entrance fees** – this may include but is not limited to theme parks, museums, excursions whilst away.
- **Travel money** – a small amount of travel money can be purchased when booking your holiday.

Please read the full guidance on “How to complete the application form” for examples of what we will fund and how to enter these on the application form.

## How to apply online

The link to apply online to the Individuals Respite Programme is available on CDCF’s website. When you apply online please read the registration instructions carefully, tick to say you agree and have understood the criteria for applying, enter your e-mail address and click on the “Send e-mail and continue” button. Once you have done this you will be sent an e-mail with a link to complete your online application form. You should receive the email within a couple of minutes (if you do not please check your spam folder).

## Completing the on-line application form

To begin your application, please click on the link within the email that you have received from us. There are help notes available as you go through the online application form and you can save your application at any point, and come back to complete it at any time before the closing date. Text boxes/fields marked with a red line need to be completed; without an answer you will not be able to submit your form. It is a good idea to draft your responses before completing the online questions. Once you have completed the online application you can submit your application.

## Application Deadlines

Please check [www.cdcf.org.uk](http://www.cdcf.org.uk) for the latest application deadlines. We recommend that you complete your application as soon as possible.

## What will happen next?

Your application will be reviewed and checked to make sure it meets the eligibility criteria and assess your application in line with the fund criteria. Once a decision has been made you will receive a response via email. If approved, you will receive a grant offer letter by email and a copy of our terms and conditions, which you will then need to sign and return to us. These documents will explain how any funding awarded to you will be released.

If your application is rejected you will receive a letter and/or email explaining the reasons for our decision.

## Grant offers and the right to appeal

- Grant offer or rejection email/letters are sent within 5 working days of a decision being taken. Please do not ring the office to find out whether or not your application has been successful.
- Offer letters include any additional conditions required by the decision-maker.
- A grant offer letter will be sent by email and will include our standard terms and conditions, which must be signed, returned to us before payment is made
- You **MUST NOT** commit any money before you have received your grant offer letter and terms and conditions
- Should you need to request a change of use for any award made, you **MUST** submit your request in writing. Do not commit any expenditure until we have confirmed in writing to you that your request is acceptable. We attempt to be flexible but this may not always be possible.
- If your application is unsuccessful, we will tell you why. Depending on the rejection reason, you may be able to apply for a different project, but you cannot re-apply for the same project unless your rejection letter says so.

If you feel you have been treated unfairly i.e. you perceive that we have failed to take account of submitted information or have based our assessment on inaccurate information, you can appeal in writing to CDCF and we will consider your request. You must include evidence to support your appeal. If necessary the application may be referred back to the original donor that declined the application.

You cannot appeal just because you do not agree with the donor's decision. If, following this process, the application is still declined then you can appeal in writing to the Chief Executive who will review the decisions taken. If following this process, the application is still declined then there is no further right to appeal.

## Monitoring

Reporting requirements will be outlined in detail in grant offer letters sent to successful applicants. You will also need to complete a report to tell us what difference the funding has been made to you.

## Need more help?

Please contact CDCF if you need help with your application or have any queries about the Programme.

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